



HP Powers Intelligent Retail – Keep every store running smoothly, remotely, and proactively.

Invisible Operations, Powerful Outcomes. What if every store could be managed with complete out-of-band remote control from anywhere? One Interface That Monitors and Manages Your Fleet

In retail, technology uptime is essential. Giving customers the in-store experience they want without compromise while being able to provide support and maintenance from anywhere becomes fundamental. The HP Remote System Controller Solution (RSC) – which includes the Remote System Management (RSM) cloud-based fleet management software – allows control over every system, from POS terminals to back-office workstations, because the current workflow just can't afford to wait for a field technician to arrive hours or days later. It needs tools to keep operations running. RSC has the intelligence that can transform operations.

It empowers you to be present from anywhere. You and your IT team can enter the BIOS, power on systems, reimagine a device, or troubleshoot failures when the operating system is down.

From coffee counters to clothing stores, RSC ensures that every checkout, customer interaction, and back-office process continues seamlessly. HP Retail and Industry Solutions and its comprehensive modular POS hardware Solutions are only enhanced by RSC and work in harmony to deliver reliability and orchestrated in-store experiences at scale.

Retail downtime can cost \$9,000 per minute¹. Remove those potential costs by keeping mission-critical systems secure, stable, and running smoothly with RSC.

Fast Recovery

With HP RSC, you can remotely diagnose and restore devices that otherwise would need hands-on repair. The process happens over a secure network connection. That way, you can reduce downtime and keep your front-line employees focused on customers.

Smart Fleet Insight

You can view the status of every POS terminal and back-office system in real time. The proactive alerts help you and your IT team to discover issues before they become disruptions - and the automated updates ensure your devices stay secure and with consistent security policies across all locations.

Secure by Design

HP RSC is designed with zero-trust architecture and built on the Redfish™ standard, with all communications between the devices encrypted and authenticated, and all data encrypted at rest. This ensures your data and devices stay protected as you extend control.



Remote Control Without Limits

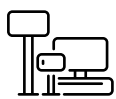
A transformative way to manage technology. HP RSC combines dedicated hardware with intuitive software to deliver true out-of-band management. Unlike traditional remote tools that depend on an active operating system and software agent, RSC lets you connect even when a device is off or unresponsive.

IT admins can initiate power operations, change boot order, manage BIOS settings, and mount streamed or local virtual media images as if they were standing in front of the device – all from a browser-based interface. The result? Control without compromise and uninterrupted store performance.

- Secure - Built on zero-trust, with encrypted connections, encrypted storage, and auditable access to protect every action.
- Scalable - From one store to hundreds, you can expand control easily from a single platform, using HP Remote System Management.
- Seamless - Integrate RSCs with HP Engage devices, HP Z Workstations, and third-party devices and get complete fleet control.



Specific Service Offerings



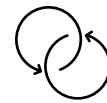
Retail Fleet Management

- Monitor system health, status, and configuration everywhere.
- Execute BIOS and firmware updates, reboots, and imaging remotely.



Remote Disaster Recovery

- Get restoration from the cloud.
- Restore devices quickly after failures or outages.



Integrated Management

- Get Redfish™ API for integration with third-party management tools.
- Work alongside the HP Workforce Experience Platform for insights.

For a full solution offering from hardware to software and services, contact your HP Representative or learn more at <https://www.hp.com/us-en/solutions/remote-system-controller.html>



1. Downtime cost according to Forbes as of 2024/04/10: <https://www.forbes.com/councils/forbestechcouncil/2024/04/10/the-true-cost-of-downtime-and-how-to-avoid-it/>

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